

Customer Relation Skills



Course description

You are a service provider and most probably you are happy with your service, but have you asked your customers?

We all know that good service is important, but how often have you received perfect service and why is it that at some places service is good, at some of them average and we all have been to the places where we would never go again.

In growing hospitality business it is essential to provide perfect service. To do so every person who works with customers should possess basic customer relations skills. They will help people in service industry to improve their performance and enjoy their daily job, rather than be bored of routine. It will give them confidence and increase their self-esteem as they see happy customers coming back to them.

Some people have inner gift to serve and be happy about it, to receive complains and not take it personally, to feel down, but still be able to smile and go beyond the standard. Considering today's highly competitive business environment one should not rely only on gifted people. Anyone can be trained in customer relations skills.

Benefits for you and your organization:

- Ability to see your performance, quality of your service and physical environment through your customers' eyes
- Understanding of your behavior and your processes and identifying areas for improvement
- Ability to handle complains in most effective ways
- Improved listening, communication and telephone skills
- Better understanding of staff's role in service delivery
- Body language hints, important for customer related people
- Different ways to exceed customer expectations
- Grooming and outfit advices for "in service" staff
- Positive attitude

Content

What is perfect service and why is it so important?

Seeing your organizations through customers' eyes

Listening skills

Verbal and nonverbal communication skills

Effective telephone skills

Handling of complains

Customer friendly processes

How to exceed your customers' expectations